

SOCIAL SERVICES STAFF OFFICER
(Unclassified Management)

DEFINITION:

Under administrative direction, to formulate and administer policy and procedures within the Department of Social Services; to represent the Director and Assistant Director in matters of administration, policy, and projects; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is a one-position, unclassified management class allocated only to the Health and Human Services Agency (HHSA), Social Services. The incumbent reports to the Director, Social Services, and has significant responsibility for formulating policy and for administering departmental programs.

EXAMPLES OF DUTIES:

Formulates policy and procedures that have impact on departmental programs and potential impact on outside agencies or county departments; monitors the effectiveness of policies and procedures and makes recommendations for improvement as appropriate; directs the implementation of new policy/procedures and methods; interacts with outside departments and agencies on program implementation and policy changes; conducts sensitive studies and projects pertaining to a variety of management and operational problems and recommends solutions; serves as an advisor to Social Services' executives and other managers in solving management and operation problems; develops and implements departmental programs; coordinates various activities and programs with other governmental agencies; acts for the Director/Assistant Director in management programs and projects; prepares executive level correspondence and reports; attends and represents the department at various Board and governmental meetings; and makes presentations on programs and services provided.

MINIMUM QUALIFICATIONS:

General Knowledge of:

- Social Services' programs and operations.
- Principles and practices of general administration and management.
- Federal, state, and local regulatory codes pertaining to Social Services' programs.
- Research methodology for the analysis of data.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Formulate and implement Social Services' policy and procedures that may impact other departments or agencies.
- Analyze operational problems and recommend solutions.
- Act on behalf of the Executive Management staff in various programs, projects, and activities.
- Prepare executive level correspondence and reports.

- Establish and maintain effective public relations with all levels of staff, management, and others.

EDUCATION/EXPERIENCE:

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying education/experience is:

At least five (5) years of experience in formulating and implementing policies and programs in a large governmental organization. The possession of a bachelor's degree in public administration, business administration, or a related field is highly desirable.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Background:

Applicants must have a reputation for honesty and trustworthiness. Convictions, depending on type, number, and recency may be disqualifying. Prior to appointment, candidates offered positions in Health and Human Services Agency (HHSA) programs that deal with patients and/or drugs will be subject to a limited security clearance investigation performed by the HHSA.